



# WORK AT ADP AND YOU CAN MAKE A DIFFERENCE IN THE LIVES OF OTHERS.

The mission of the Department of Alcohol and Drug Programs (ADP) is to lead efforts to reduce alcoholism, drug addiction, and problem gambling in California by developing, administering, and supporting prevention, treatment and recovery programs.

## ***Job Opportunity:***

### **Assistant Information Systems Analyst/Information Systems Tech Information Management Services Division**

Limited Term, Intermittent Salary Range:

AISA: \$17.99-\$28.29 per hour IST: \$14.31-\$21.56 per hour

**View full Duty Statement:**

<http://www.adp.ca.gov/jobs>

## ***Position Summary:***

Does the idea of a fast-paced, challenging customer-service assignment grab your interest? Do you like helping people solve their technical problems and enjoy working with positive, high-energy people. If you do then this job is for you. ADP is looking for people who understand personal computers, enjoy working with people to resolve their computer challenges, are eager to learn new things, and enjoy working in a team environment. We are looking for people to provide desk-top support to about 300 employees who are committed to administer services that help individuals, families, and communities to prevent, treat, and recover from the effects of substance use disorders and problem gambling. We seek an Assistant Information Systems Analyst, but will consider an Information Systems Technician for recruitment purposes. Schedules are flexible, as long as coverage is available during normal business hours.

## ***Desirable Qualifications:***

Applications may be prescreened. Only the most competitive applicants will be interviewed.

- Experience providing direct customer service;
- Experience installing software and PC troubleshooting;
- Familiar with information technology concepts, practices, methods and principles;
- Good written and oral communication skills;
- Positive interpersonal relationships;
- Basic knowledge of personal computer operations;
- Experience problem solving;
- Patience and perseverance.

## ***Final Filing Date: August 31, 2012***

***If you would like to become a part of a team which supports diversity and is dedicated to reducing addiction in California, please submit your application to:***

## ***Contact:***

Penelope (Penny) Tafoya  
Department of Alcohol and Drug Programs  
1700 K Street, Third Floor  
Sacramento, CA 95811  
(916) 445-0857, TDD (800) 735-2929

## ***RPA #***

A12-017-443 (017-022)

## ***Position #***

798-443-1479/1360-900

## ***Who Should Apply:***

State employees in the above classification, persons with list eligibility, interest in lateral transfer from an equivalent class, or reinstatement.

**All interested applicants must submit a resume and a Standard State Application form (STD 678), with an original signature, to the contact person identified above. Clearly indicate the basis of eligibility in the Explanation Section of the STD 678.**

The Department of Alcohol and Drug Programs is an equal opportunity employer to all regardless of race, color, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.